

## FY2013 Budget Request

### Operational Appropriations Budget is "Status Quo."

- Total Budget: \$17.7 Million
  - 84% is staffing expense; 303 FTEs
- Operations also funded by collections and audit receipts
  - lowa Acts SF 2088: 5 examiners brought in \$3,418,610.04 in FY 11

#### **Budget also includes statutory appropriations:**

- Homestead Credit, Ag Land Tax Credit, Elderly and Disabled Property
  Tax Credit/Rent Reimbursement
- Cigarette Stamps:
  - Current stamp is being discontinued by the provider
  - Current cost is \$0.73/1,000
  - Beginning 7/1/12 cost increases to \$3.50/1,000 380% increase
  - Encrypted for increased security



## Keys to Success: Looking Ahead

### **Process Improvement**

- Create a culture of constant re-evaluation
  - Learn from sub-optimal outcomes
  - No system is perfect, but all systems can be improved
- Incorporate LEAN Strategies
  - Value Stream Mapping and Kaizen events completed for protest process

#### **Education**

- Re-evaluate educational programs for <u>all</u> constituencies
  - Priority to include proactive, pro-business reforms and responses



# Keys to Success: Looking Ahead

### **Technology**

- Modernization is critical.
  - Helps ensure revenues are collected efficiently and effectively.
- Five major systems built for a paper economy.
- Initial review of system needs and options.
  - Looking at other states' experiences.
  - Replacement will likely occur in phases.

**Questions?** 



